

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims

Claim 1 (currently amended): A computer implemented method of providing user assistance information, the method comprising:

receiving a question from a user of a computer executed application;
identifying an operational context of the computer executed application, wherein the operational context is associated with the received question;
identifying a category that is associated with the identified context; [[and]]
searching for at least one answer to the question, wherein the searching is based at least in part upon the identified category and the received question;
determining whether a selected one of the at least one answer is associated with the identified context and the received question; and
identifying the question as an unanswered question when no answer is associated with the identified context and the received question.

Claim 2 (previously presented): The method of claim 1, wherein identifying an operational context comprises one of the following:

determining which of a plurality of web pages have been visited by the user;
identifying the time that the user accessed the plurality of web pages; determining a format in which the user transmitted the question; or
determining the hardware environment of the user.

Claim 3 (original): The method of claim 2, wherein the determined format is one of the following: input from a field in a web page, an e-mail message or an electronic chat question.

Claim 4 (canceled)

Claim 5 (original): The method of claim 4, wherein determining whether any answer is associated with the identified context and the received question comprises determining whether a confidence threshold is exceeded.

Claim 6 (original): The method of claim 4, additionally comprising associating an answer with the unanswered question.

Claim 7 (original): The method of claim 6, wherein associating an answer comprises generating a web page containing the answer to the question.

Claim 8 (original): The method of claim 7, additionally comprising providing the associated answer in response to receiving a question from a second user, wherein the associated answer is immediately available to the second user subsequent to the answer being associated with the question.

Claim 9 (original): The method of claim 5, additionally comprising generating an e-mail containing the answer to the question.

Claim 10 (original): The method of claim 1, additionally comprising searching for the answer using at least in part the identified category.

Claim 11 (original): The method of claim 10, wherein the identified category is a user definable description.

Claim 12 (currently amended): A computer implemented system for providing user assistance, the system comprising:

a question module adapted to receive at least one question from a user of a computer executed application;

a context module adapted to identify at least one category that is associated with the context of the computer executed application in which the question was received; [[and]]

a knowledge module adapted to identify an answer to a received question, wherein the answer is derived using at least in part the identified category; and

an authoring module adapted to identify unanswered questions and adapted to associate an answer with the unanswered questions.

Claim 13 (previously presented): A computer implemented system for providing user assistance, the system comprising:

a suggestion module adapted to provide a list of questions and answers to a user of a computer executed application in response to a request from the user for assistance with

computer executed application, wherein the list of questions and answers is customized based at least in part upon a category that is associated with the user request; and

a statistics module adapted to provide the list of questions, wherein the list of questions includes a selected number of frequently asked questions.

Claim 14 (original): The system of claim 13, wherein the statistics module identifies unanswered questions and additionally comprising an authoring module adapted to associate answers with the unanswered questions.

Claim 15 (original): The system of claim 14, wherein the authoring module associates answers with the unanswered questions automatically.

Claim 16 (original): The system of claim 12, additionally comprising a statistics module adapted to provide a list of questions.

Claim 17 (original): The system of claim 16, wherein the statistics module arranges the questions in a most frequently asked order.

Claim 18 (original): The system of claim 16, wherein the statistics module arranges the questions in a least frequently asked order.

Claim 19 (previously presented): A computer implemented system for providing user assistance, the system comprising:

a question module adapted to receive at least one question from a user of a computer executed application;

a context module adapted to identify at least one category that is associated with the context of the computer executed application in which the question was received;

a knowledge module adapted to identify an answer to a received question, wherein the answer is derived using at least in part the identified category;

an authoring module adapted to identify unanswered questions and adapted to associate an answer with the unanswered questions;

a statistics module adapted to provide a list of questions and answers that are associated with the identified category; and

a suggestion module adapted to provide the list of questions and answers to the user in response to a request for assistance.

Claim 20 (original): The system of claim 19, wherein the authoring module associates an answer with the unanswered questions automatically.

Claims 21-29 (canceled)

Claim 30 (currently amended): A computer implemented method of providing user assistance information, the method comprising:

identifying a context of a computer executed application that is associated with a user in response to a request for assistance with the computer executed application;

determining which of a plurality of categories is associated with the identified context of the computer executed application;

identifying a plurality of most frequently asked questions that are associated with the determined category; and

displaying the most frequently asked questions to the user.

Claim 31 (currently amended): A method of providing user assistance information, the method comprising:

determining a category that is associated with a user question, wherein the determined category is based at least in part upon which web page of a plurality of web pages the user has most recently accessed, the user question being associated with a request for assistance with a computer executed application;

identifying a plurality of most frequently asked questions that are associated with the category; and

displaying the most frequently asked questions to the user.

Claim 32 (original): A method of providing user assistance information, the method comprising:

receiving a plurality of questions;

determining whether each of the questions has an associated answer located in a knowledge database;

storing the questions which have no associated answer located in the knowledge database; and

receiving at least one new answer from an administrative user for each of the
questions stored in the knowledge database which have no associated answer.